
Project Management Office

User Acceptance Test Plan for Grants, Contracts, and Loans Management System

Final
Version 2.0
July 1, 2008

GCLM User Acceptance Test Plan

Introduction

Purpose and Audience for the Document: The User Acceptance Test Plan applies to the Grants, Contracts and Loans Management System. UAT will impact: Dept of Ecology, Dept of Community Trade and Economic Development, Office of Financial Management, Dept of General Administration, Dept of Social and Health Services, and State Recreation and Conservation Office.

Acronyms Used:

UAT – User Acceptance Test Plan

SME – Subject Matter Experts

GCLM – Grants, Contracts, and Loans Management System

Overview

What: The Grants, Contracts and Loans Management System(GCLM) is a significant step forward in the State of Washington's efforts to streamline the processes of investing in our communities. Currently, every agency and program has their own set of customs and processes when awarding money to providers. This makes it very difficult to answer simple questions like "How much money did the state invest in community A". We have no way to comprehensively answer that question.

This document is the plan for the final testing cycle called the User Acceptance Testing (UAT). OFM will invite several subject matter experts (SMEs) to test GCLM from their expert perspective. It is expected they will test the application for all the business rules, user roles and program particulars they currently work with. The SMEs will need to develop their own plan for testing and be methodical enough to be able to clearly document their bugs so others like the vendor, GCLM tester and GCLM developer can re-create it. Training will be provided to help facilitate this process.

It is also expected that before this UAT plan is executed, the system testing completed jointly between OFM and the Vendor will provide a stable environment to support the extensive testing to be done by the SMEs. The system testing will include test scenarios in all the major components, data migration, stress test, performance test, etc.

Why: User Acceptance Testing is a key feature of preparing for implementation. It provides a formal means for ensuring that a new system actually meets the necessary user requirements, from the user and provider perspective. UAT is intended to test the system in as close to a full normal day-to-day operational environment as possible, before deploying the system for general use. The testing can be broken down into tests of specific modules of the system functionality and its support documentation. It will take into account both functionality and usability.

How: The tests, and the procedure by which testing is performed and results reviewed and addressed, must ensure that the system is compliant with business rules, meets the users' expectations, and performs as expected in the actual business environment. The UAT should therefore check different aspects of the system such as:

- All necessary information to perform a business process, task or user transaction is present and available
- Data fields logically ordered
- Data readily available (pre-populated data)
- Logical usability of screens
- Screen consistency
- User roles and permissions
- Access to system inside and outside the state firewall
- Quality and accuracy of data
- *Usable results (screens returned after an operation, reports generated, etc., including layout and contents)
- System performs the business functions
- Internal controls
- Accuracy, usefulness and usability of on-line help screens, user documentation (i.e. user's manual) and procedures

Follow these steps to prepare for and execute the User Acceptance Tests

1. GCLM Project Team Preparation
 - a. Define Usability test outline
 - b. Define recording mechanism
 - c. Possible UAT schedule
 - Week 1 – System Administration
 - Week 2 – Grant Managers/SME's
 - Week 3 – Enterprise Level Testing
 - Week 4 & 5 – All of the above
 - d. Identify test locations

2. Involve SME's identified by the GCLM Advisory group who understand the internal and external business processes and overall functionality the system must perform.
3. Identify providers (local government, nonprofit organizations and businesses) to participate in UAT. Providers will receive an orientation about the UAT process. A mechanism will be provided for feedback.
4. Train the SME's on the new system (introduction).
5. Provide Usability test training for SME's
 - a. Train for UAT – including what's in scope
 - b. Opportunity preparation
 - c. Record results/defects
6. When the system is ready for acceptance testing, the users will execute their usability test
7. All test participants will document any exceptions and suggested improvements.
8. The GCLM project team will evaluate documented results, assess impact, prioritize the results, record in TTPro and assign work as necessary following established project processes.
9. When the UAT testers are complete, the following close out process will occur:
 - a. UAT summary report will include results addressed, status of all results, number of testers involved in the UAT effort, number of days testing was performed, test locations, general summary of testing effort, Entry/Exit criteria fulfilled, summary of feedback from providers, objectives of project accomplished, address unanswered questions and other things as appropriate.
 - b. Debrief process will include everyone involved in the UAT testing effort. They will receive the UAT summary report, provide input about their experiences with the product, and indicate if they support it.
 - c. The Sponsor Briefing paper will be prepared by the GCLM project manager and will include the signature of the project managers from Sierra and OFM.
 - d. The Sponsor Briefing paper will be forwarded to the project sponsors for approval.

User Acceptance Test Team Members and Responsibilities

Participants: UAT participants include:

- SME's
- Advisory Committee
- GCLM Project Team
- Providers

Testing Responsibilities:

SME/Advisory Committee

- All test participants will attend training on the new system, UAT training, documenting test results training and the debrief session following UAT for group discussion about overall testing experience.
- All test participants will be responsible for preparing materials for testing (i.e. applications, data, forms, opportunities, agreements, etc), developing their test plans for all user roles in their respective programs and area of expertise, and document their results.
- All test participants will provide strengths, weaknesses, opportunities and risks about completeness and accuracy of the business functionality – screens, reports, and determine whether the user interface is acceptable for all groups and types of users

GCLM Project Team

- GCLM project team will be planning and orchestrating the UAT effort. This includes training and support for the participants, possibly testing identified gaps not covered by participants, review test results daily, address results per established project processes and record them in Test Track Pro.

Providers

- Providers will test in their role as providers giving the GCLM Project Team feedback about their experience with the system.

UAT Team Training and Orientation:

- **Orientation to new features:** All test participants will receive training on the new GCLM system. Training details will be decided as more information about O&PEN become available.
- **Play in the sand box:** All test participants will have opportunity to play with whatever part of the system is available to play with before and after training.
- **Orientation on testing process:** All test participants will receive training on how to develop their test plans and how to record test results.

Scope of Testing

- **End to end business process** – Can I complete all business processes?
- **Normal day to day operation** – Can I complete tasks I need to do in a given day?
- **Functionality Testing** – Does the application provide a way for me to get the job done?
- **Usability Testing** – Do I understand what to do on each screen, do the operations flow smoothly, do I get confused, how well does the application help me do my job?
- **Navigation** – Can I get where I need to go?
- **Documentation** – Is the on-line help, user's manual and/or training materials helpful when used?

Test Environment

Test setup: To be determined.

Databases: To be determined.

Test Process

Setup of the environment: The process for setting up the test environment and responsibilities will be defined as information becomes available.

Delivery of Code into Acceptance Testing: The process for releasing code for UAT will be defined when more information is available.

Test Execution and records: Information to be recorded in TTPro when defects are found are: Issue Type, Business Unit, Product, Sub-Product, defect summary, defect details and step to reproduce.

Defect Recording, Review: See high level test plan.

Defect Severity Assignment: GCLM Product Managers will assign initial severity rating of a defect for later team review.

Defect Severity Levels		
Severity	Category	Definition
1	Showstopper	Causes abnormal end to a program or corrupt data.
2	Major bug	Requirement cannot be met in the system and there is no workaround acceptable to OFM.
3	Normal bug	Function is available but some usability, or

Defect Severity Levels		
Severity	Category	Definition
		system performance is impaired and OFM has agreed to work around it temporarily.
4	Minor bug	Minor typos, wish list suggestions, a nice to have, but not a required change. Would not impact usability in any significant way.

Fixing defects and Re-testing: Specify how any changed modules must be tested before admission to the UAT code base, including any regression testing.

Test Completion

Users, project sponsors and GCLM project team will agree on the criteria for final acceptance of the system.

Entry Criteria:

1. Detailed System testing is completed and approved by Project Managers from Sierra and OFM
2. System documentation for the functionality being tested is received, reviewed, and approved by OFM. (RFP 5.1.14)
3. Requirements Traceability Matrix is up-to-date
4. Severity 1 and 2 defects identified during system testing have been fixed, re-tested, and closed to OFM's satisfaction.
5. Severity 3 and 4 defects identified during system testing must have a Vendor proposed action plan approved by the OFM.
6. The test environment has been established with appropriate test data and made available to the UAT team.
7. Vendor and OFM jointly certify that software is ready for Acceptance Testing (section 27.3 of the contract).

Exit Criteria:

1. The training and accompanying materials are provided (RFP 5.1.13)
2. The UAT close out process as described in #9, page 4 of this document is complete
3. All contractual obligations related to UAT are fulfilled
4. All functional requirements specified in contract are tested and pass to OFM's satisfaction.

References Materials

- Detailed schedule (*to be developed*)
- Format for test cases/outline (*template to be developed*)
- Defect recording form to be used (*template to be developed*)
- Any related change control procedures (*insert links to project management documents*)

Revision History

<u>Revision</u>	<u>Date</u>	<u>Author</u>	<u>Description of change</u>
1.0	12/3/2007	Christi Johnson	First Draft
1.1	12/19/2007	Christi Johnson	2 nd draft – changes from team discussion
1.2	12/27/2007	Christi Johnson	3 rd draft – Changes from team review part 2
1.3	12/28/2007	Christi Johnson	4 th draft – team review part 3
1.4	1/2/2008	Christi Johnson	5 th draft – team review part 4
1.5	1/9/2008	Christi Johnson	6 th draft – feedback from Michael's review
1.6	1/16/2008	Christi Johnson	7 th draft – team review part 5 with input from Sierra
1.7	1/24/2008	Christi Johnson	Update from team review with Sierra
1.8	3/10/2008	Christi Johnson	Finalized document and acceptance criteria
1.9	6/27/2008	Christi Johnson	Updated page 4 as a result of an e-mail from Carol Baque
2.0	7/1/2008	Christi Johnson	Updated acceptance criteria to entry/exit criteria on page 4, 9.a. Added contract section 27.3 to Entry Criteria. Both from meeting with Carol and Doug on 7/1/2008